Technology Director's Report
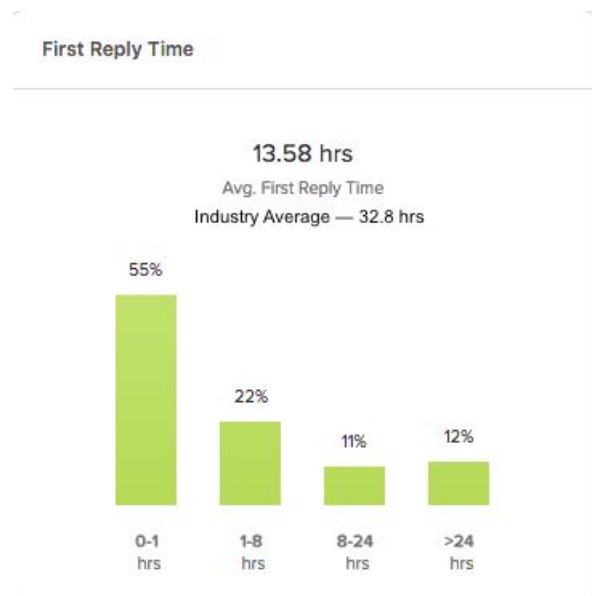## February 2018

PowerSchool

In my last report I mentioned we were preparing to roll out parent accounts. Shortly after that report was written, all sites were given credentials to share with parents/guardians so they could create an account and monitor student information. They also received a detailed walkthrough with screenshots to distribute to families as there are several steps to create an account and link it with a student.

My last report also referenced PowerSchool's Assessment-Analytics module. We are actively working with PowerSchool to get this set up and expect to have SRI, Aimsweb and PEAKS data uploaded and viewable by the end of February.

By the time you receive this report we will also have had a demo of PowerSchool's registration module which, as the name implies, allows families to quickly register their children electronically. This should be a time saver for all families, but especially those with multiple children. It should also provide for more accurate information in the database as it would eliminate possible errors associated with manually entering data from paper registration forms.

IT Help Desk

Last month I mentioned we are using a new tool to help manage the way we provide technical support to staff & students. Among the many great features of this system is an analytics module. I've included a snapshot of one metric -- average response time. I'm proud of the fact that our tech team's average response time far exceeds the industry average (comparing ourselves to other educational institutions), and more than half of all initial responses to a help desk request occur within one hour of submission!

First Reply Time

13.58 hrs
Avg. First Reply Time
Industry Average — 32.8 hrs

55% | 22% | 11% | 12%
0-1 hrs | 1-8 hrs | 8-24 hrs | >24 hrs

iPad Deployment

This fall we deployed iPads to students in grades K-5. One of the advantages that iPads have over laptops as an ed-tech devices is the minimal maintenance they require. We have not had any reports of damage so far this year, and the technology department hasn't had to assist with any significant issues. The time and effort needed to support these devices is minimal and teachers really seem to appreciate having these in their rooms.